

Business Continuity Plan

Terago Ltd

Airport House

Purley Way

Croydon

CR0 0XZ

The Business is operated from premises at Airport House Purley Way Croydon, however all staff can (and do regularly) work from home. This is possible because all of our operating infrastructure has been built on cloud platforms.

Reports are exported of advanced bookings and completed bookings and key driver and vehicle documents that are stored in the cloud and mirrored on local machines.

Our Telephone System is IP Cloud Hosted with multiple redundancies. Should a total failure be experienced, calls are forwarded to nominated mobiles.

Our Despatch System including Driver Apps is cloud hosted with multiple redundancies.

Incident	Remedy
Closure of office or work location	Duty Operator hands over to alternative operator
Failure of Autocab Despatch System	Revert to manual system. Inform all drivers via Mightytext SMS broadcast
Failure of IP Telephone System	Calls are forwarded to Operator Mobiles
Failure of Internet at any Work Location	<ol style="list-style-type: none">1. Tether to GSM Internet or2. Hand operations over to alternative operator
Fire or total destruction of Office	Use alternative work location. Generate copies of driver records and compliance documents required to be held by TfL or other bodies. Source alternative office premises.
Fire or total destruction of other Work Location	Use alternative work location

Revised 29/03/2023

Signed



David Lane

Director

Next Review Due: 29th March 2024